

## **WAMAC PRACTICE MANAGER**

**077**

**DEPARTMENT:** Community Services/WAMAC

### **NATURE OF WORK:**

Responsible for the practice management of the Center. Under the supervision of the Executive Director, plans, develops, organizes, and implements the operations of the Center to achieve quality and efficiency in the Center's primary mission of the delivery of health care, including dental care. Reports to the Executive Director.

### **ESSENTIAL FUNCTIONS OF THE JOB:**

Acts as point person for the staff and providers.

Trains, coaches, and counsels all support staff in matters relating to daily practice activities.

Responsible for scheduling and flow of patients in clinic. Ensures maximum and appropriate staff support for each patient visit. Works with staff and volunteer providers to schedule their coverage to ensure continuity of care at the Center.

Provides clinical support to the Medical Director.

Coordinates the maintenance of the policy manual.

In collaboration with the Business Manager, responsible for making sure that the patient management system is being used effectively.

Responsible for ordering supplies. Works with clinic clerk to inventory and order medical supplies. Works with dental assistant to inventory and order dental supplies. Works with administrative secretary to inventory and order clerical supplies. Works with pharmacy to inventory and order pharmacy supplies.

Evaluates and approves patient education materials, in consultation with the providers.

Previews clinical literature regarding practice and clinic practices, guidelines for office and health centers.

Identifies, researches, disseminates, organizes provider and staff journals and library materials.

Monitors and signs employee time sheets.

With the Executive Director, prepares job descriptions and employee evaluations. Ensures all evaluations are completed on time.

Responsible for staff development programs.

Promotes and ensures proper employee training including CPR, OSHA requirements, CLIA guidelines, and compliance with County safety program and departmental safety procedures.

With the Business Manager, responsible for the acquisition of equipment and a maintenance schedule for all equipment.

Ensures that all equipment, materials, and work conditions are adequately maintained to prevent accidents.

Manages the CQI Program and directs quality assurance issues as related to daily practice activities. Acts as a troubleshooter for daily concerns.

Responsible for management of MAP program.

In collaboration with the Volunteer Coordinator and the Director of Development, assists with management of the Volunteer Program.

Collaborates with Olde Towne Pharmacy on issues related to the WAMAC Pharmacy. With the Business Manager and Medical Director, responsible for making sure the Pharmacy program is running effectively.

Responsible for working with Medical Director and Williamsburg Community Hospital to make sure on-site lab is properly equipped and maintained.

Acts as liaison with the public schools and other direct service organizations.

Coordinates staffing of the shelter.

Attends all WAMAC Board of Directors meetings. Attends Board Committee meetings as requested.

Performs related work as required.

#### **JOB LOCATION AND EQUIPMENT OPERATED:**

Duties are performed at Olde Towne Medical Center in a medical clinical setting. Operates standard office equipment to include computer keyboard, telephone, calculator, and copy and fax machines.

#### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of management and business practices as applied to a medical/dental facility and practice.

Strong computer skills with knowledge of word processing, database management, medical management and spreadsheet software, including coding.

Ability to work and communicate effectively, both orally and in writing, with persons of multi-cultural and socioeconomic backgrounds.

Ability to work with a variety of professional and paraprofessional staff and volunteers both at the practice and the Board of Directors level.

Ability to make independent decisions in accordance with established policies and procedures.

Ability to communicate well with staff, providers, patients, and others who may call on the Center.

Ability to work under pressure in a fast-paced setting.

**MINIMUM QUALIFICATIONS:**

Registered Nurse with a Bachelor's degree with experience in health-care management or a related field preferred; or any combination of education and experience providing the required knowledge, skills, and abilities.